

CHARLES CHANG

Open to Relocate | charleschang62@gmail.com | (607) 227-1355

Detail-oriented and collaborative liaison with a proven track record in driving complex projects to successful outcomes. Seeking to leverage expertise in data analytics, project management, and stakeholder engagement as a Business Systems Analyst at Varian Medical Systems

EXPERIENCE

Cepheid, Remote

Product Support Associate

Oct 2020 – Present

- Drive complex cases with interdependent processes to resolution; by triaging work requests and prioritizing critical tasks, troubleshooting, obtaining approvals based on internal policies, identifying and preparing escalations, coordinating and communicating between customer, vendor, and partner teams in US, Canada, Japan, and Brazil
- Developed data governance across siloed teams using DBS processes, reducing the turnaround time for complaint cases that involve shipment of medical instruments or reagent products while improving the accuracy and completeness of master data
- Identified stakeholders across Sales, Product specialists, Field engineers, and Data analysts to understand and gather requirements, agree on common data definitions, triage situations to create decision tree, clarify roles and responsibilities, created SOP work instructions to train Tech Support teams
- Facilitated projects to generate sales leads for revenue opportunity and provided training materials to Customer Care teams
- Supported instrument swap initiatives by doubling number of swaps since 2021 to save time for service engineers and took ownership as Xpress Subject Matter Expert to follow up with customers to ensure customer success
- Resolved gaps in workflow processes that could violate HIPAA pertaining to data collection, limitations with internal CRM systems causing delay in updating master data, and pain points for customer related to the user experience
- Investigated inefficiencies in Salesforce CRM and conducted UAT in sandbox to improve time to resolution of service orders
- Monitor new associates case handling to ensure compliance with regulations and policies as well as to improve performance and customer experience e.g. identify communication gaps, share prioritization strategies, report issues for investigation
- Ensured accurate complaint documentation with compliance to applicable regulatory requirements (e.g. FDA, HIPAA)
- Provided system improvement feedback to software team based on customer experience, update bugs, and system errors

Aramark Healthcare Technologies (Sentara Healthcare), Norfolk, VA

Clinical Asset Management Intern

Jun 2018 - Aug 2018

- Performed data analysis to identify missed revenue opportunities (\$2.6 million) on high-end clinical assets (MRI, Mammograms, CT scan) with discrepancies in warranty/coverage prices and dates; presented findings to Data Management team and proposed solutions to standardize cost of repair services for equipment

Aramark Healthcare Technologies (Benefis Health System), Great Falls, MT

Biomedical Technology Intern

Jun 2017 - Aug 2017

- Performed ES&H routine checks across multiple hospitals to ensure compliance to FDA regulation for public safety
- Managed developmental needs of engineers, onboarded biomed technicians, and participated in vendor contract meetings that involved negotiating pricing, timelines, and services with biotech vendors

EDUCATION

University at Buffalo, the State University of New York, Buffalo, NY

Bachelor of Science in Biomedical Engineering

Dec 2019

- **Capstone Design Project:** Led an interdisciplinary team of technical engineers to develop a novel catheter from ideation to creation by engineering designs, facilitating communication between stakeholders, and developing documents for proposals
- **Motion Capture Analysis Project:** Drove a team in the analysis of Ankle Foot Orthosis on Foot drop disorder by developing MATLAB code for parameter testing, writing work instructions, and operating MOCAP system for data analysis
- **Surface Modification Research:** Analyzed nanoparticles utilizing complex instruments to understand nano-pollution

OTHER Research:

- **Nitto BioPharma:** Developed new work procedures in product formulation that optimized efficiency and efficacy of the nanoparticles for cystic fibrosis research
- **Cornell University:** Successfully implemented multiple time-sensitive PCR projects at varying life cycles in collaboration with the Biostatistician team to draw conclusions and advance the understanding of Arbuscular Mycorrhizal symbiosis

SKILLS: MS Office suite, Salesforce, Agile, MSSQL, Miroboard, SandBox, SharePoint, MATLAB, SolidWorks, G Suite, NEXUS

RECENT PROJECTS: Web design (learning html, css, js) and Google Project Management: Professional Certificate